Shark MATRIX 2-in-1 ROBOT

Robot Floor Cleaner

RV2400WA Series

WARNINGS AND WARRANTIES

works with the Google Assistant

amazon alexa ENABLED

IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • FOR HOUSEHOLD USE ONLY

If the charging cable plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. DO NOT force into outlet or try to modify to fit.

⚠ WARNING

To reduce the risk of fire, electric shock, injury, or property damage:

GENERAL WARNINGS

When using an electrical appliance, basic precautions should always be followed, including the following:

1. This appliance consists of a Robot Floor Cleaner and charging dock with power supply. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
3. Use only identical replacement parts found on sharkclean.com
4. This Robot Floor Cleaner contains no serviceable parts.
5. Use only as described in the Owner's manual.
   DO NOT use Robot Floor Cleaner for any purpose other than those described in the Owner's manual.
6. With exception of the filters, dust bin, fluid reservoir, and pads, **DO NOT** expose any parts of the Robot Floor Cleaner to water or other liquids.

USE WARNINGS

7. This appliance can be used by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
   a) Children shall not play with the appliance.
   b) Cleaning and user maintenance shall not be made by children without supervision.
8. Always turn off the Robot Floor Cleaner before inserting or removing the filter, dust bin, or side brushes.
9. **DO NOT** handle plug, charging dock, charging cable, or Robot Floor Cleaner with wet hands. Cleaning and user maintenance shall not be made by children without supervision.
10. **DO NOT** use the Robot Floor Cleaner without the dust bin, filter, brushroll, and side brush in place.
11. **DO NOT** damage the charging cord:
    a) **DO NOT** pull or carry charging dock by the cord or use the cord as a handle.
    b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
    c) **DO NOT** close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
12. **DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
13. **DO NOT** use Robot Floor Cleaner if airflow is restricted. If the air paths become blocked, turn the vacuum cleaner off and remove all obstructions before turning on the unit again.
14. Keep all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
15. **DO NOT** use if Robot Floor Cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
16. **DO NOT** place Robot Floor Cleaner on unstable surfaces,
17. If the Robot Floor Cleaner is not starting from the dock, it must be placed at least 1.5 feet (45 cm) away from any stairs or ledges.
18. **DO NOT** use to pick up:
    a) Liquid spills.
    b) Large objects.
    c) Hard or sharp objects (glass, nails, screws, or coins).
    d) Large quantities of dust (drywall dust, fireplace ash, or embers).
    e) Smoking or burning objects (hot coals, cigarette butts, or matches).
    f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene).
    g) Toxic materials (high concentrations of chlorine bleach liquid, high concentrations of ammonia, or drain cleaning solution.)
19. **DO NOT** use in the following areas:
    a) Outdoor areas near fireplaces with unobstructed entrances
    b) Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust).
    c) In an area with a space heater.
    d) Near fireplaces with unobstructed entrances.
20. Turn off the Robot Floor Cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
21. Allow all filters to air-dry completely before reinstalling them in the Robot Floor Cleaner to prevent liquid from being drawn into electric parts.
22. **DO NOT** modify or attempt to repair the Robot Floor Cleaner or the battery yourself, except as indicated in the Owner's manual. **DO NOT** use the vacuum if it has been modified or damaged.
23. Remove all spilled or leaked liquid from the dock landing mat, base, or floor, as it could lead to risk of electrical shock.
24. Try a little of the VACMOP® cleaning solution on a small, inconspicuous area of the floor to ensure the solution doesn't damage the floor.
25. When refilling the reservoir, check for leaks, as pooled liquids are a slipping hazard and may cause electrical shock. If the reservoir is damaged, it must be replaced.
26. Use caution walking on mopped floors, as they may be slippery while damp.
27. For your Robot Floor Cleaner's cliff sensors to work properly, all runners, rugs, carpets, or small thresholds (like child gates) must be 8 inches from any stairs (or must be continuous and extend over the edge of the stairs). If a runner, rug, carpet, or small threshold that is less than 8 inches from the stairs cannot be moved, you must use a no-go zone to block off the stairs.
28. **DO NOT** use as an attachment to power tools for dust collection.
29. Place the cords from other appliances out of the area to be cleaned.
30. **DO NOT** operate the vacuum in a room where an infant or child is sleeping.
31. **DO NOT** operate the vacuum in an area where there are lit candles or fragile objects on the floor to be cleaned.
32. **DO NOT** operate the vacuum in a room that has lit candles on furniture that the vacuum may accidentally hit or bump into.
33. **DO NOT** allow children to sit on the vacuum.
34. **CAUTION:** use of controls, or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

BATTERY USE

35. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
36. To prevent unintentional starting, ensure the vacuum is powered off before picking it up or carrying it.
37. Use **ONLY** the Shark® charging dock XDRV2600WA or XDKRV2600WA and use only battery RVBAT850. Use of batteries or battery chargers other than those indicated may create a risk of fire.
38. Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals together increases the risk of fire or burns.
39. Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
40. Robot Floor Cleaner should not be stored, charged, or used at temperatures below 50°F (10°C) or above 104°F (40°C). Ensure the battery and vacuum have reached room temperature before charging or use. Exposing the robot or battery to temperatures outside of this range may damage the battery and increase the risk of fire.
41. **DO NOT** expose the Robot Floor Cleaner or battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
42. Non-rechargeable batteries cannot be recharged.

NO-GO ZONES

43. Always use no-go zones around reflective flooring and surfaces.
44. No-go zones should always be used near carpeted stairs.
45. **DO NOT** use no-go zones within 10 feet of the dock.

LASER WARNING

46. This product has a Class 1 laser. It is safe under reasonably foreseeable conditions (as defined in the Owner's manual).Always turn off the power before lifting the Robot Floor Cleaner or performing any maintenance on it.
47. **DO NOT** look directly into laser.

SAVE THESE INSTRUCTIONS

For the latest warnings and cautions, contact a service center.

END-USER LICENSE AGREEMENT FOR SHARKNINJA SOFTWARE

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY BEFORE CONTINUING WITH THIS PROGRAM INSTALL OR USE OF THIS PRODUCT: SharkNinja Operating LLC's ("SharkNinja") End-User License Agreement ("EULA") is a legal agreement between You (either a single entity or an individual) and SharkNinja for SharkNinja's Software Applications, including those installed by You onto your SharkNinja products or already installed on your device, including all firmware (referred hereafter as "SN APPS"). By installing, copying, checking a box, clicking a button confirming your agreement to these terms, or otherwise continuing to use the SN APPS, You agree to be bound by the terms of this EULA. This license agreement represents the entire agreement concerning SN APPS between You and SharkNinja, and it supersedes any prior proposal, representation, or understanding between the parties. If You do not agree to the terms of this EULA, do not install or use the SN APPS or this product. The SN APPS are protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties.

1. GRANT OF LICENSE. The SN APPS are licensed as follows:

1.1 Installation and Use. SharkNinja grants You the right to download, install, and use SN APPS on the specified platform for which the SN APP was designed and in connection with SharkNinja products with which the SN APPS are designed to operate ("SN Devices").

1.2 Backup Copies. You may also make a copy of SN APPS downloaded and installed by You for backup and archival purposes.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

2.1 Maintenance of Copyright Notices. You must not remove or alter any copyright notices on any and all copies of the SN APPS.

2.2 Distribution. You may not distribute copies of the SN APPS to third parties.

2.3 Prohibition on Reverse Engineering, Decompilation, and Disassembly. You may not reverse engineer, decompile, or disassemble SN APPS, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

2.4 Rental. You may not rent, lease, or lend SN APPS without written permission from SharkNinja.

2.5 NOT FOR RESALE SOFTWARE. Applications identified as "Not for Resale," or "NFR," may not be resold, transferred, or used for any purpose other than demonstration, test, or evaluation.

2.6 Support Services. SharkNinja may provide You with support services related to SN APPS ("Support Services"). Any supplemental software code provided to You as part of the Support Services shall be considered part of SN APPS and subject to the terms and conditions of this EULA.

2.7 Compliance with Applicable Laws. You must comply with all applicable laws regarding use of SN APPS.

3. UPDATES. SharkNinja may provide You with upgrades or updates to SN APPS. This EULA will govern any upgrades provided by SharkNinja that replace and/or supplement SN APPS, unless such upgrade is accompanied by a separate EULA, in which case the terms of that EULA will govern. If You decide not to download and use an upgrade or update provided by SharkNinja, You understand that You could put SN APPS at risk to serious security threats or cause SN APPS to become unusable or unstable.

4. DATA AND PRIVACY. SharkNinja is committed to ensuring your privacy by adhering to high standards of fairness and integrity. We are committed to keeping our customers informed about how we use the information we gather from You through the use of each of our websites or SN APPS. Our privacy practices are described in SharkNinja's Privacy Policy, as well as in separate notices given when an app, product, or service is purchased or downloaded. By using SN APPS or providing us with your personal information, You are accepting and consenting to the practices, terms, and conditions described in SharkNinja's Privacy Policy. At all times your information will be treated in accordance with the SharkNinja Privacy Policy,

5. THIRD-PARTY APPLICATION LIBRARIES AND EMBEDDED SOFTWARE.

5.1 You acknowledge that Ayla Networks, Inc. ("Ayla") has provided certain application libraries that have been embedded into SN APPS ("Ayla Application Libraries") and enables SN Devices to connect to the Ayla Cloud Service ("Ayla Embedded Software").

5.2 You will not use the Ayla Application Libraries except as an incorporated portion of SN APPS, unmodified from the form provided to You.

5.3 You will not use the Ayla Embedded Software except as an incorporated portion of SN Devices, unmodified from the form provided to You.

5.4 You will not modify, adapt, translate, or create derivative works based on, or decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code or underlying algorithms of, the Ayla Application Libraries or the Ayla Embedded Software.

5.5 SharkNinja retains all ownership of SN APPS (and the Ayla Application Libraries contained therein) and any software installed on SN Devices (including the Ayla Embedded Software) and only a license thereto is granted to You for use in connection with the SN APPS and SN Devices.

5.6 You will not use the Ayla Application Libraries or Ayla Embedded Software to attempt to gain unauthorized access to or use of the systems/services of SharkNinja's other licensors; nor will You transmit viruses, worms, Trojan horses, time bombs, spyware, malware, cancelbots, passive collection mechanisms, robots, data mining software, or any other malicious or invasive code or program into the systems/services of SharkNinja's other licensors.

5.7 You will not use the Ayla Application Libraries or Ayla Embedded Software to interfere with, breach, or circumvent any security feature, authentication feature, or any other feature that restricts or enforces limitations on the use of, or access to, the systems/services of SharkNinja's other licensors.

5.8 You will not probe, attack, scan, or test the vulnerability of the systems/services of SharkNinja's other licensors.

5.9 SharkNinja's other licensors of the SN APPS, Ayla Application Libraries, and the Ayla Embedded Software are the express third-party beneficiaries of this EULA, and the provisions of this Section of this EULA are made expressly for the benefit of such licensors, and are enforceable by such licensors.

6. TERMINATION. Without prejudice to any other rights, SharkNinja may terminate this EULA if You fail to comply with the terms and conditions of this EULA. In such event, You must destroy all copies of SN APPS in your possession.

7. COPYRIGHT. All title, including but not limited to copyrights, in and to SN APPS and any copies thereof are owned by SharkNinja or its suppliers. All title and intellectual property rights in and to the content which may be accessed through use of SN APPS are the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants You no rights to use such content. All rights not expressly granted are reserved by SharkNinja.

8. OPEN SOURCE SOFTWARE. You hereby acknowledge that SN APPS may contain software that is subject to "open source" or "free software" licenses ("Open Source Software"). The license granted by this EULA does not apply to Open Source Software contained in the SN APPS. Rather, the terms and conditions in the applicable Open Source Software license shall apply to the Open Source Software. Nothing in this EULA limits your rights under, or grants You rights that supersede, any Open Source Software license. You acknowledge that the Open Source Software license is solely between You and the applicable licensor of the Open Source Software. To the extent the terms of the licenses applicable to the Open Source Software require SharkNinja to provide the Open Source Software, in either source or executable form, or to provide copies of applicable license terms or other required information, You may obtain a copy of the software by contacting SharkNinja at the below physical address.

9. NO WARRANTIES. SharkNinja expressly disclaims any warranty for SN APPS, Ayla Application Libraries, or Ayla Embedded Software. SN APPS, Ayla Application Libraries, and Ayla Embedded Software are provided 'As Is' without any express or implied warranty of any kind, including but not limited to any warranties of merchantability, noninfringement, fitness of a particular purpose, or title. SharkNinja does not warrant or assume responsibility for the accuracy or completeness of any information, text, graphics, links, or other items contained within the SN APPS. SharkNinja makes no warranties respecting any harm that may be caused by the transmission of a computer virus, worm, logic bomb, or other such computer program. SharkNinja further expressly disclaims any warranty or representation to any third party.

10. LIMITATION OF LIABILITY. In no event shall SharkNinja or its suppliers be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of profits or confidential or other information, for business interruption, for personal injury, for loss of privacy, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or other loss whatsoever) arising out of or in any way related to the use of or inability to use SN Devices or SN APPS, the provision of or failure to provide support or other services, information, software, and related content through the product or otherwise arising out of the use of SN APPS, or otherwise under or in connection with any provision of this EULA, even in the event of the fault, tort (including negligence), strict liability, breach of contract, or breach of warranty of SharkNinja or any supplier, and even if SharkNinja or any supplier has been advised of the possibility of such damages. SharkNinja shall have no liability with respect to the content of the SN APPS or any part thereof, including but not limited to errors or omissions contained therein, libel, infringements of rights of publicity, privacy, trademark rights, business interruption, personal injury, loss of privacy, moral rights, or the disclosure of confidential information.

11. APPLICABLE LAW. The laws of the Commonwealth of Massachusetts will govern this EULA and You hereby consent to exclusive jurisdiction and venue in the state and federal courts sitting in the Commonwealth of Massachusetts.

12. ASSIGNMENT. SharkNinja may assign this EULA without notice to Licensor.

13. ENTIRE AGREEMENT. This EULA (including any addendum or amendment to this EULA which is included with the SN Devices) is the entire agreement between You and SharkNinja relating to the SN APPS and supersedes all prior or contemporaneous oral or written communications, proposals and representations with respect to the SN APPS or any other subject matter covered by this EULA. To the extent the terms of any SharkNinja policies or programs for support services conflict with the terms of this EULA, the terms of this EULA shall control.

FCC WARNINGS

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to parts 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This Device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

1 This device may not cause harmful interference

2 This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

BATTERY REMOVAL AND DISPOSAL

This product uses a battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. DO NOT incinerate or compost the battery.

When your lithium-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the trash or in a municipal solid waste stream. Return spent battery to an authorized recycling center or to retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

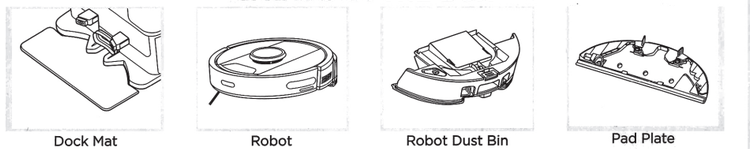
For more information on battery removal for disposal, please visit sharkclean.com/batterysupport.

The RBRC™ (Rechargeable Battery Recycling Corporation) seal on the lithium-ion battery indicates that the costs to recycle the battery at the end of its useful life have already been paid by SharkNinja. In some areas, it is illegal to place spent lithium-ion batteries in the trash or municipal solid waste stream and the RBRC program provides an environmentally conscious alternative.

RBRC, in cooperation with SharkNinja and other battery users, has established programs in the United States and Canada to facilitate the collection of spent lithium-ion batteries. Help protect our environment and conserve natural resources by returning the spent lithium-ion battery to an authorized SharkNinja service center or to your local retailer for recycling. You may also contact your local recycling center for information on where to drop off the spent battery, or call 1-800-798-7398.

QUICK START GUIDE

WHAT'S IN THE BOX

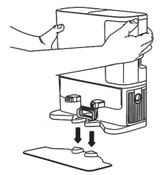


Dock Mat · Robot · Robot Dust Bin · Pad Plate

Dock · Side Brushes *Side brush design may vary. · Shark® VACMOP™ Multi-Surface Cleaner 12 oz. Bottle

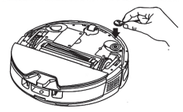
STEP 1 Set up the dock

- Place the dock on a **BARE FLOOR AREA** with strong Wi-Fi reception, with at least 2 feet of open space on both sides and 1 foot of open space in front.
- Place the dock mat in front of the dock. Lift the dock and slide the mat under it. Align the triangles on the dock and mat so they overlap, then press the dock down onto the mat.
- Plug the dock power cord into an electrical outlet. The **GREEN** light will illuminate when the dock powers on.



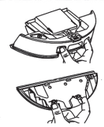
STEP 2 Attach the side brush to the robot

- Take the side brush out of its packaging.
- Turn the robot over, wheels facing up.
- Align the hole in the brush over the peg on the robot. Press down on the brush until it clicks into place.



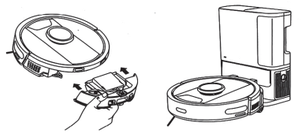
STEP 3 Remove the pad plate from the robot dust bin

- The pad plate must be removed to start an Explore Run.
- Pinch the **2 BLUE** release buttons on the bottom of the pad plate, then slide the pad plate off the robot dust bin.



STEP 4 Install the dust bin and place the robot on the dock.

- Insert the dust bin into the robot.
- Place the robot on the dock. The robot's **CLEAN** and **DOCK** buttons should be away from the dock, with the charging contacts next to the dock.
- When the robot is aligned correctly on the dock and begins to charge, the light on the dock will turn **BLUE.**



NOTES:

- In order to ensure the highest possible standard for refurbished items, all units are thoroughly inspected as part of the process.
For this item, water may be used during the refurbishing process and so; you may notice some condensation in the water reservoir. It is recommended to rinse the water reservoir with fresh water prior to its first use.

- Accessory type and quantity may vary depending on the model.

- The images shown in this manual are for illustrative purposes only and may be subject to change.

REFURBISHED PRODUCT LIMITED NINETY DAYS WARRANTY

The ***Refurbished Product Service Center*** offers the following WARRANTY to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of NINETY DAYS from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the ***Refurbished Product Service Center*** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

Refurbished Product Service Center
9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

WARRANTY REPAIR INFORMATION

If you need service on your unit and this product requires repair during the 90 days warranty period; please go to **www.ConsumerServiceRefurbish.com** or call the ***Refurbished Product Service Center*** at 562-946-3531 to obtain the required return authorization (RA) number. Pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt and a letter describing the problem. Send the unit freight prepaid and insured to:

Refurbished Product Service Center,
Att: Customer Service Department 9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

Your unit will be promptly repaired and returned to you.
We will refuse to accept delivery of the returned unit unless the assigned RA number appears on the outside of the shipping carton.

Owner's Information
(Keep for your permanent records)

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ E-MAIL: _____

MODEL: _____ SERIAL NO.: _____

SharkNinja Operating LLC

Illustrations may differ from actual product. We are constantly striving to improve our products; therefore the specifications contained herein are subject to change without notice.

This product may be covered by one or more U.S. patents.
See sharkninja.com/patents for more information.

© 2025 SharkNinja Operating LLC. SHARK, SHARKCLEAN, and VACMOP are registered trademarks of SharkNinja Operating LLC. SHARK MATRIX is a trademark of SharkNinja Operating LLC. RBRC is a trademark of Rechargeable Battery Recycling Corporation. APPLE, the Apple logo, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. APP STORE is a service mark of Apple Inc., registered in the U.S. and other countries. GOOGLE, GOOGLE ASSISTANT, GOOGLE PLAY, the Google Play logo, and Android are trademarks of GOOGLE LLC.

PRINTED IN MEXICO / **Elbrd**: J.M
OBPN: RV2400WA_Series_WW_Matrix_E_MP_Mv3_250121
SHNMDL: RV24003DUS_E2GB / **SC**: 03-23-2026
8 1 4 1 0 0 7 4 4